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## GENERAL

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### Liaison Meetings with CWU Group MPs

The following meetings with CWU Group MPs have now been arranged and, for your information, listed below are the dates of the meetings and those nominated to attend:

#### 8 May 2007

Andy Kerr, Graham Colk, Steve Jones and a representative from the London Regional Political Committee.

#### 17 July 2007

PFMC Members to be nominated following Annual Conference, and a representative from the South West Regional Political Committee.

Billy Hayes

General Secretary

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### Branch Magazine Competition

The annual awards rewarding the very best CWU branch magazines are up for grabs once again – and the competition will reach its climax next month at Annual Conference.

To enter, all you have to do is decide which edition of the magazine was your best of the

last twelve months and send three copies to: **Marcia Murray**, CWU Communications Department, 150 The Broadway, Wimbledon, London, SW19 1RX.

Deadline for entries is **Friday May 18**, so don't delay – not least because as in previous years substantial prizes are at stake. Communications Department

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### TUC Organising Award 2007

The TUC Organising Award 2007 will be presented at the 2007 Congress which takes place at **Brighton 10-13 September 2007**.

The TUC wants to demonstrate and acknowledge the range of work currently undertaken by lay union representatives on behalf of their members and the community.

This year the TUC will be making an award to the trade unionist who has done most to improve workplace organisation. This is not intended to be a competitive award, and the TUC is keen to develop this award over the coming years.

Applications forms are available upon request from the National Organising Department and once completed should be returned to the **National Organising Department** by **2.00pm Monday 23rd April**.

Any enquiries regarding this paragraph

should be addressed to the National Organising Department.

Andy Kerr

Acting National Organising Secretary

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### CWU Activists can Study to Degree Level at London Metropolitan University

CWU activists can now apply to study to degree level with their union. Studying at this level is designed to enhance and develop your trade union activism and prepare you for taking on a variety of roles within the labour movement.

The union will support a number of students in a programme of part-time, flexible distance learning that may lead to a certificate in higher education, a diploma or a full degree, which will be provided by London Metropolitan University.

These programmes are designed specifically for trade unionists and full support will be provided for students who are returning to learn for the first time.

The course will lead to a BA in Labour and Trade Union Studies and the following two study paths will be available:

#### **Labour and Trade Union Studies**

Applicants for this programme should normally have completed the following CWU courses to meet the requirements:

CWU Branch Officers 1, 2 and 3 or  
CWU Advanced Skills 1, 2 and 3.

It will be an advantage if applicants have also completed the CWU or TUC Trade Union and Labour studies Further Education Certificate or the CWU or TUC Employment Law Certificate.

### **Health, Safety, Work, and the Environment**

Applicants for this programme should normally have completed the following CWU courses to qualify to meet the requirements:

Health and Safety 1, 2 and 3.

It will be an advantage if they have also completed the CWU or TUC Occupational Health and Safety Further Education certificate.

Please note that this programme of study does not lead to a technical qualification in Health and Safety, and has a strong trade union focus.

### **The Programme**

This programme of study is due to start September 2007, with an induction and registration weekend to be held at Alvescot Lodge in early July 2007. Depending on student preferences the course may last from one to six years.

The programme of study will require students to attend a number of short residential block courses each year supplemented by distance learning with tutor support.

Residential elements of the course will be undertaken at the Metropolitan University of London, the T&G Education Centre in Eastbourne and the CWU Education Centre at Alvescot Lodge in Oxfordshire.

Please email or telephone **Maxine Todd** on **01993 843373** or at **mtodd@cwu.org** for an application pack

The closing date for completed applications will be **Tuesday 10 April 2007**.

Trish Lavelle  
Head of Education & Training

## **EQUAL OPPORTUNITIES**

### **160**

#### **Harassment Complaints Database: Union Policy**

Branches are again reminded of the need to fill in the Harassment Complaints Database (HCD) Forms, as illustrated in LTB 450/04.

Please ensure that all reps have a copy of LTB 450/04 as it contains useful guidance as well as the form itself. Branches may also find LTB 289/04 useful which contains information on the Harassment Helpline and the Harassment

Advice Network as well as the HCD. The completion of the HCD forms is part of our agreement with the Equal Opportunities Commission and is, therefore, CWU policy. (the full agreement can be found in LTB 292/04).

The Equal Opportunities Commission has raised concerns with us regarding the completion rate, which we need to address, otherwise we will fall foul of the agreement. Therefore, please ensure that any complaint raised with branch reps by members that involves possible harassment should be notified to HQ via these forms.

We appreciate that this will add to an already busy work schedule for those reps that have the responsibility for completing them, but there is no scope for non-compliance. We must accept that this will become an accepted culture in terms of harassment reporting.

The data that will come through to HQ will be vital in enabling us to analyse and identify any obvious patterns where problems exist.

We extend our appreciation to all those branches already complying with the policy and look forward to the co-operation of all branches in this matter.

Any enquiries regarding this paragraph please contact **Michèle Emerson** at CWU HQ.

### **161**

#### **Mandatory Equality & Diversity Training**

Branch secretaries are requested to ensure that any person in their branch who has CWU rep responsibilities and has not yet completed their mandatory Equality & Diversity training are enrolled in the courses that are planned throughout the regions in the forthcoming months.

All reps must do the training – this includes divisional reps, area reps, unit reps and branch officers. For clarification on dates please contact either your regional secretary.

The training has been running now for over three years and there are still a substantial number of reps who have not completed the training. Your co-operation in this matter is greatly appreciated.  
Equal Opportunities Department.

### **162**

#### **Equality Conference Audit**

Branches will be aware that those of you who have not sent a delegate to any of the CWU Equality Conferences over a three-year period have been written to asking for an explanation as to why this is the case.

The department thanks the many branch secretaries who have responded positively outlining plans to make progress in these areas. Those branch secretaries who have not replied to the letter will shortly be receiving a letter from the general secretary and we advise you all to get your replies in as soon as possible.

For your information the LGBT and Disability Conferences have been very well attended but there were still a considerable number of CWU branches who did not attend.

The Women's Conference and Black Workers' Conference have been advertised via LTBs and the *Voice* and we hope to see an marked increase in branches attending these conferences too.  
Equal Opportunities Department.

## **HEALTH AND SAFETY**

### **163**

#### **Workers' Memorial Day – Saturday 28 April 2007 – Please Support It**

As previously reported the Health, Safety & Environment Department has prepared and circulated a special CWU WMD poster to all branches, regional health and safety forums and regional secretaries. Additional copies can be obtained on request from the Health, Safety & Environment Department.

"Forget me not" ribbons can be ordered direct from the Greater Manchester Hazards Centre at 30p each or £25 per 100 from:

Greater Manchester Hazards Centre  
Windrush Millennium Centre  
70 Alexandra Road  
Manchester M16 7WD  
Tel: **0161 636 7557**  
Fax: **0161 636 7556**  
email: **mail@gmhazards.org.uk**

This year's Workers' Memorial Day theme is *'health and safety needs not just regulations, but also enforcement & inspection'*.

The purpose behind Workers' Memorial Day has always been to "remember the dead - fight for the living".

#### **What you can you do on WMD 28 April?**

- Safety reps get together through the regional health and safety forums to plan for the day
- Get local management to allow some form of recognition of the day, such as one minute's silence to remember anyone who has died at your workplace
- Ask your local council, or any other public body to become involved, fly official flags at half-mast on the day and/or
- Write a letter to the local press
- Write to local MPs about formal recognition of WMD as in 14 other countries (the officer has written to the Prime Minister for the last three years on this and in 2005 the then Secretary of State for Work Alan Johnson stated:  
*"I am pleased to offer support for the many memorial services and ceremonies that are taking place today on International Workers Memorial Day"*
- Organise a safety information event in a specific workplace
- Organise a local meeting on health and safety and the need for more corporate accountability, HSE inspection and

enforcement, HSE resources and improved rights for safety reps

- Invite your MP or council leader or a HSE spokesperson or HSE inspectors union rep to speak at your WMD event
- You could focus on a particular issues of concern in your workplaces, such as working conditions, manual handling, working at height, violence, lone working, occupational health, risk assessment etc.
- Arrange an event such as rally, meeting, march, planting a memorial tree in a public place, putting up a plaque, dedicating a sculpture, a piece of art, or a bench, to remember workers who have been killed at the workplace or in the community
- Ask local religious centres to include Workers' Memorial Day in their worship during the Week
- Distribute purple "Forget me not" ribbons (the symbol of Workers' Memorial Day), car stickers and leaflets telling workers about the day
- Find out what other unions, your local Hazards group, or regional TUC or local Trades Council are planning to do on WMD and take part or organising a joint event. Work with other unions and trades councils in your area – find out what others have planned as early as possible and join in to make it a big event.

If you are organising or participating in an event for Workers' Memorial Day then please send the Health, Safety & Environment Department the details.

All enquiries should be addressed to **Dave Joyce** National Health, Safety & Environment Officer quoting **reference No. N4**.

## 164 New Construction (Design and Management) Regulations

Revisions to the Construction (Design and Management) (CDM) Regulations (1994) (CDM 94) were laid before Parliament on **15 February 2007** and expected to come into force on **6 April 2007** as the CDM Regulations (2007).

Construction remains a disproportionately dangerous industry where improvements in health and safety are urgently needed. The improvements require significant and permanent changes in duty holder attitudes and behaviour.

Since CDM 94 was introduced in 1995, concerns have been raised that their complexity, and the bureaucratic approach of many duty holders, frustrate the regulations' underlying health and safety objectives. These views were supported by an industry-wide consultation in 2002, resulting in HSC's decision to revise the regulations.

The new, simplified CDM Regulations (2007) will revise and bring together the existing CDM Regulations (1994) and the Construction (Health Safety and Welfare) (CHSW) Regulations (1996) into a single regulatory package. They

will be supported by an Approved Code of Practice (ACoP) and industry-approved guidance, to give construction and design professionals time to plan and prepare for the regulatory changes, the ACoP will be available before the regulations come into force.

The new CDM Regulations offer an opportunity for a step change in health and safety performance and will be used to re-emphasise the health, safety and broader business benefits of a well-managed and co-ordinated approach to the management of health and safety in construction.

The trade union responses were strongly in favour of the consolidation of the two sets of regulations, and welcomed the restructuring of the regulations according to duty holder.

They were particularly pleased to see the enhanced duties on clients and clarified designer duties, and felt that these should help to deliver gains which were envisaged by the original regulations, but which had not materialised. All trade union respondents made a strong plea for an ACoP, and have since welcomed the HSC decision to produce one. They also asked for strengthened guidance in the ACoP on competence assessment and worker engagement. The need for a comprehensive launch package and consolidation plan to ensure the benefits are realised was also emphasized.

The CBI gave wholehearted support to the objectives of the revision, particularly the need to place responsibility with those who had most influence over the levels of risk during the project. They were against the bringing together of the two sets of regulations as they felt that each set of regulations covered different aspects of risk and were relevant to different duty holders. The CBI gave support to the preparation of an ACoP as this should provided clarity and command respect because of its special legal status. They welcomed the focus on 'managing risk' and reducing bureaucracy.

Responses from the Department for Trade and Industry (DTI) and Office of the Deputy Prime Minister (ODPM) were also supportive, but the DTI raised concerns about the ability of small and 'one off' clients to comply with the enhanced client's duty. They called for better guidance as to what was required of small clients, and felt that more detail was needed on the proposals relating to competence assessment. The ODPM suggested that there could be better integration between the new regulatory package and the building regulations, and felt that this could bring benefits for small clients in particular.

Any enquiries should be addressed to **Dave Joyce** National Health, Safety & Environment Officer quoting **reference No. C32**.

## 165 Review Of Domestic Gas Safety – Minister Announces New Domestic Gas Safety Drive On **7th March 2007**, Health and Safety Minister

Lord McKenzie announced a new scheme to improve domestic gas safety. This follows a review which found unacceptably low public awareness about the risks of carbon monoxide (CO) poisoning from gas appliances.

There were 16 fatal gas related carbon monoxide (CO) poisonings in 2005/06, which is half the number there was ten years ago. Reported non-fatal incidents in the same period are broadly static at around 200 per year. HSE commissioned the University College London (UCL) to carry out research entitled "Gas Appliance Check" which surveyed 600 London homes and discovered 100 gas appliances to be 'immediately dangerous' and disconnected them from the gas supply plus 45% of householders had received no information on carbon monoxide (CO) risks.

The new regime will be overseen by the Health and Safety Executive (HSE) and delivered by industry via a reformed gas installer registration scheme. A single provider will be appointed to run this new scheme, which will be responsible for driving and coordinating industry action to raise public awareness of gas safety; provide new incentives to registration (such as simplifying the registration process); and possibly have new limited enforcement work.

There will be a strict framework, setting out performance and requirement criteria, to allow strong oversight of the new scheme by the HSE. The proposals agreed by Government are that:

- A new specification for the gas installer registration scheme would be drawn up and bids invited for a five-year agreement to run it
- A single provider will be appointed to run this new scheme. There would be a new framework agreement between HSE and the provider setting out performance and requirement criteria to provide for stronger oversight by HSE
- The role of the new registration scheme provider would be extended to include arrangements for co-ordinating stronger industry action to raise public awareness of gas safety
- The new body may also be given other functions such as limited enforcement powers to help tackle the problem of illegal, unregistered installers, and
- Gas installers would be encouraged to apply for registration through incentives such as a simplified registration process.

The new regime proposals have emerged from extensive stakeholder consultation over the past year as part of the HSE review of domestic gas safety. Competitive bids will be invited to operate the new scheme for a five year period. The new provider will be appointed by the HSE, on advice from a panel with independent representation. Performance and efficiency will be monitored by the HSE

throughout the duration of the appointment.

H&S Minister Lord McKenzie said:

*"Complacency on gas safety is not an option. New research suggests that nearly half of all households using gas had received no information about the dangers it can pose. While the number of gas related fatalities has reduced over recent years, tragic incidents still occur. The new scheme is designed to ensure industry works together to raise public awareness and so further reduce deaths and incidents caused by ignorance of gas safety risks and especially CO poisoning."*

Bill Callaghan, Chair of the Health and Safety Commission said:

*"HSC/E's aim has been to look for ways of making a good record on gas safety even better for gas consumers. In our "Strategy for Workplace Health and Safety in Great Britain to 2010 and beyond" we said there were things that would need to be done differently, with others getting involved. The new gas safety regime announced today by Lord McKenzie, on advice from the Commission, will do just that by reducing bureaucracy, seeking to simplify the law, strengthening industry participation and securing the best use of resources. The changes we are making are about delivering improved gas safety for millions of gas consumers. I look to all the stakeholders involved to work together to that end".*

Any enquiries should be addressed to **Dave Joyce**, National Health, Safety & Environment Officer quoting **reference No. EX5**.

#### **166 HSL Launches Stress Management Consultancy Service (March 2007)**

Work-related stress is a major factor in occupational ill health and is the chief cause of absence in many industries. It's estimated that around 13 million working days are lost each year due to stress, anxiety and depression, with as many as 5 million people feeling stressed by their work.

HSL has this month launched a new "stress management consultancy service", drawing on their extensive experience in workplace stress as well as other work psychology issues. They say that with their knowledge, experience and expertise they can assist organisations in identifying the causes of stress and finding practical and realistic solutions in the organisation.

In order to do this HSL uses a process based on the HSE Stress Management Standards, which they helped develop with HSE. In doing so they use the tools and philosophy of the management standards, whilst recognising specific requirements.

Responsible organisations are already taking steps to identify and address the causes of stress in their workplaces. Reducing work-related stress can have a number of business benefits:

- Meeting legal duty of care requirements under the Health and Safety at Work Act 1974 are met

- Demonstrating that the organisation has recognised and addressed the issue of stress at work
- Reducing sick absence costs and lost working days while staff retention and morale are improved
- leading to increased productivity. Staff well-being is improved, helping the organisation's image and developing its reputation for staff care and good health & safety practices.

HSL are offering to assist organisations in identifying the causes of stress and finding practical and realistic solutions using a process based on the HSE management standards for work related stress, whilst recognising specific requirements.

The management standards were launched in November 2004 and are currently being rolled out to organisations across the country, particularly in high-risk sectors. HSL's psychologists are supporting HSE in this roll-out and have also been training local authority inspectors in the background to and implementation of the standards.

#### **Causes of Stress**

The management standards cover six key areas of work design which, if not properly managed, have been shown to lead to work-related stress. These are:

- Demands – issues such as workload, work pattern and work environment
- Control – how much say individuals have in the way they do their work
- Support – encouragement, sponsorship and resources provided by the organisation, line management and colleagues
- Relationship – promoting positive working to avoid conflict and dealing with unacceptable behaviour
- Role – whether people understand their role within the organisation and whether the organisation ensures that they don't have conflicting roles
- Change – how organisational change (large or small) is managed and communicated.

A measurement and analysis tool, which HSL also helped create, is available on the HSE website. This analyses information from employee stress surveys, scoring the responses against the six stress or areas above and displaying the results graphically against benchmark data.

The Health and Safety Laboratory (HSL) operates as an agency of the Health and Safety Executive (HSE), to support their work to protect people's health and safety by ensuring risks in the changing workplace are properly controlled. HSL employs over 350 people including scientists, engineers, psychologists, social scientists, health professionals and technical specialists. Operating from their main

laboratory in Buxton.

Any enquiries should be addressed to **Dave Joyce**, National Health, Safety & Environment Officer, quoting **reference No. P1**.

## **TELECOMS**

### **167**

#### **BT Wholesale: Customer Service Management Performance Update**

Branches may wish to be made aware of an internal briefing issued by the director for Broadband Customer Services on performance issues and which also include training and development. These are elements for further discussion with the business unit towards the end of this month.

Brian Healy  
Assistant Secretary

### **168**

#### **Network & Vendor Management: Project Pond and RHD Update**

Branches may wish to be aware of the barriers that management have found in their intentions with regards to the repair handling duty. Considerable security issues have been encountered which impact around 10 posts overall, further detail can be found in the associated attachment.

Brian Healy  
Assistant Secretary

### **169**

#### **One IT: Year End Review**

Attached for the information of branches is a final draft of internal communications going out to all One IT employees from the Head of HR OI, Functions & Performance Operations. This sets out the timelines for Cycle 8 Goals and year end DPR discussions.

The only change from last year is that the year end review is being undertaken by Community Coaches who, with the introduction of Professional Communities, are the natural successors to Continuity Managers who previously performed this role.

Brian Healy  
Assistant Secretary

### **170**

#### **Network and Vendor Management: Project Pond**

As previously reported to branches, the BT Wholesale Executive Team had been pursuing the issue of reallocating some of the Pond work to BTW redeployees. Management have been successful in finding sufficient numbers in one location to carry out some of the activities.

These members are located at Manchester and the type of work that they are being considered for, involves working on a system called Elmar, performing various commands on the Element Managers and then feeding back the results, again using Elmar.

Elmar is used as a link between work performed offshore and work that will be done

in the UK. This means that the equivalent of 3 roles will not be offshored – all write Access to the Element Managers will therefore be performed on-shore.

Brian Healy  
Assistant Secretary

**171**

#### **BT Wholesale: FBS Platform Closes**

What will become more apparent with other non-compliant 21CN platforms has commenced with FBS. The platform was first launched in 1991 and considered leading edge at the time in the carriage of data, voice and video applications using TDM technology.

There are data capacity limitations on this system and since 2004, when the decision was made to close the system down, customers over time have been migrating onto IP Clear and using the MSiP and SDH platforms.

Although the last customer was taken off FBS – which provided an alternative to building corporate networks – in December last year, the platform and its management systems were switched off earlier this week.

The last circuit was migrated off FBS in late December but it has taken until now to close it down in a controlled manner.

Brian Healy  
Assistant Secretary

**172**

#### **Commercial Vehicle Speed Limitation**

The union has received advanced notification of the intention to limit the speed of BT Wholesale commercial vehicles to the maximum legal speed limit for individual vehicle types.

The vehicle speed limitation will be achieved by utilising a standard manufacturer fitted element within the vehicle engine management system. It is expected that the work will be phased in during the normal vehicle service and carried out by BT Fleet technicians. Examples are:

- Vauxhall Combo which is a car derived van and as such will be limited to the national speed limit
- Ford Transit Connect is a commercial vehicle whose maximum legal is 60mph.

BT has confirmed that the speed limitation will not impact on acceleration up to the maximum restricted speed.

Brian Healy  
Assistant Secretary

**173**

#### **BT Wholesale: PPIT (Processor Performance Improvement Task)**

The union has been advised of the findings on the Non Value Add Field Work BHAG analysis which was conducted within Field Engineering.

This has indicated that PPIT work could be done more effectively and efficiently by one dedicated, centralised team of people who

are not subject to the same demands on their skills as Field Engineers. As the PPIT routines are a network surveillance activity, it has been agreed by BT Wholesale management that they fit more appropriately in the Network & Vendor Management organisation.

The centralisation enables a more consolidated UK-wide view of exchange health and improved targeting of potential problem areas which would risk the integrity of the Switch Network. The analysis indicates an overall FTE benefit of eighteen and includes the transfer of nine posts from Field Engineering to Network & Vendor Management.

Management have not explained the disappearance of the other nine posts which suggest an efficiency improvement of 50% by having a centralised team.

Those impacted by the transfer of this work are:

1. Field Engineering – Switch Engineers in Field Engineering who would no longer receive this work
2. Network & Vendor Management – A centralised team in Colchester who were formerly part of the SGMU (Switch Gateway Management Unit) are being established to undertake the PPIT routines. This team was affected by Project Pond.

Management are currently conducting a detailed training needs analysis and the ultimate transfer date will be dependant on the findings. In order to ensure that the new team will have time to develop their capability in managing the routines, management are planning a phased migration with a pilot. Management anticipate the training programme to commence shortly and forecast the final transfer to be completed by the end of May 2007.

The overall training content includes the following modules and this will be tailored to individuals based on the outcomes of the training needs analysis:

Digital Exchanges and Networks Overview T12814  
System X Documentation and MML E128245  
AXE10 AND NGS APPRECIATION E30880  
UKNMC System X Switch T024620  
UKNMC AXE10 Switch T024621  
PPIT Training (Local Tutor Led)

The grades who performed the routines in Field Engineering and those who will be undertaking the role in Network & Vendor Management Team are both C3 and will remain as such.

Brian Healy  
Assistant Secretary

**174**

#### **Virgin Media: Ex-Telewest Quota Allocation**

The following report is designed to clarify issues around service job quotas. The Service

Director has applied an increase in service quota points across ex-Telewest however, this will not result in a direct increase to the number of jobs routed to each technician at the start of the day. On a day to day basis the changes will be transparent to all field teams.

As a general rule the expectation is that a minimum of 11 jobs will be completed in a 7.5 hour shift and a minimum of 14 jobs in a 10 hour shift. At times it is not possible for a technician to achieve this as the work allocated to him/her may be cancelled as the day progresses and it may not be possible to pull future work forward to fill the gap. Similarly, there are occasions where technicians complete their standard allocation of work, in advance of their finish time, and are thus calling into the SOC to request more work; again this has not always been available for them.

The intent is by creating a pool of additional work in each area, through increased quota pools, managers can ensure that sufficient work is always available to allow technicians to be fully utilised. This additional pool will be carefully monitored by the SOC to ensure that customer reschedules are minimised and technician workloads remain reasonable.

Exceptions to this should be reported to Head Office.

Brian Healy  
Assistant Secretary

**175**

#### **NKP11 System Support Desks: Quality Checking Procedure**

The union has been advised of intentions to introduce a quality checking procedure within three teams that are situated in City Place and one team in Dial House, Manchester.

Attached for guidance is a procedural document and an example of a QC proforma that BT Wholesale want to use.

In addition to the guidance document, the following assurance has been secured by the union:

1. All quality checks are based purely on a yes/no or N/A answer and the benchmark for "good" will be based on a target of 80 as per attached example. BTW will use this worked example to inform all parties of what "good" would look like and in addition this will enable team leaders to be consistent in feedback.
2. BTW will ensure that the QC scores and feedback are only shared with the individual and the relevant line manager/team leader.
3. BTW will use the data obtained to offer feedback and points that can enable BTW to develop teams and individuals to achieving higher standards. Their intention is not to use this as part of the APR process however If BTW intend to use this as part of an APR process there will be further discussion.

4. BTW intend to review the document and the way that it is used after three months to ensure that it achieves what it is designed for.
5. The persons that will carry out these QCs will always be of a higher grade than the individual BTW are observing.
6. The intention is to follow the guidance of pre- informing all parties of instances where data is being recorded for such training purposes.
7. Once BTW believe that they have consistency and standards are high they may choose to use this occasionally or when new team members join as part of their induction into this team.
8. BTW will retain data to enable feedback to be given and year on year progression to be evaluated. It is not expected that the data will be kept for more than 13 months.

Branches who have any concerns should contact my office.  
 Brian Healy  
 Assistant Secretary

**176**  
**One IT: Skills Update – ‘Indicative Level Mapping’**

Attached for the information of branches is an internal briefing of an exercise to complete the mapping of the skills base contained within One IT.  
 Brian Healy  
 Assistant Secretary

**177**  
**21CN Code of Practice**

Attached for the information of branches is a further amended copy of the 21CN Code of Practice previously circulated at Network Briefings Forum meetings.

This is not an agreed document; however the major difference is that the document has expanded to include the source documentation.

Since these discussions commenced events have moved on, experience has developed and with the passage of time it is likely some elements of the principles and associated documentation will change.

Therefore please treat this Code of Practice as a working document with some minor changes expected in due course.  
 Brian Healy  
 Assistant Secretary

**178**  
**One IT: PA Rationalisation**

The outcome of the rationalisation of the PA posts as reported to branches in Branch Officials Bulletin No. 6/07, paragraph 81 is contained in the two attachments to this report.  
 Brian Healy  
 Assistant Secretary

**179**  
**Virgin Media: Service Operations Annual Leave Policy**

Branches were advised in Branch Officials Bulletin No. 8/07, paragraph 110 of the new guidelines which the union had not agreed; one aspect being the restricted capacity on Saturdays to take leave.

Further representations were made and on the issue of taking leave on Saturdays the director has issued further clarification which is an improvement and is outlined in the attached letter.

The Executive is still interested in receiving evidence with regards to requesting and the granting of leave, in particular the coming summer period.  
 Brian Healy  
 Assistant Secretary

**180**  
**Network Operations: 02 Horizon Contract and Drivetesting**

It came to the attention of head office via reports from branches that elements of the contract had been taken up by third party agency drivers. This contract is managed by BT Wholesale Markets, while the work is carried out by Network Operations.

Management have responded to the points raised by the union as follows:

*“The decision to use contractors to carry out basic driving duties was based on the need to retain competitiveness in an area where we are looking to increase the potential volume of work and revenues.*

*With regards to safety, all contract drivers are expected to meet the same standards of safe driving as we apply to our own employees. Some concerns have been raised locally, but the feedback from engineers has varied geographically. It must be said that many of the concerns have been raised on a “what if” basis rather than any specific issues. However, in response to these concerns there is currently a trial running in Glasgow, in the team managed by Neil McMahon, where two engineers working with two drivers have been asked formally to give feedback to their managers.*

*Any issues raised will be discussed by the management team and will then be addressed appropriately with the contractor.*

*The use of redeployees has been considered, and there are currently a number of redeployees working on this contract. Two of these have been employed full time on drivetesting since the end of October. This solution is much easier where the work needs to be carried out during the day, and we would certainly seek to increase the number of redeployees employed on this work wherever practicable. However, it has been less easy to identify volunteers to do night work where the requirement is more reactive and variable, and as stated above, the commercial reality of the relative cost of night working must also be taken into consideration. For existing team members, there is also the need to ensure that we are*

*managing working hours effectively within safe and legal limits.*

*Finally, I have been asked to apologise on behalf of the senior manager responsible for carrying out this work, Kelvin Ball, for the lack of prior consultation with you. This can probably be attributed to the fact that the contract is managed by Wholesale Markets whilst the actual work is carried out in Network Operations, and neither unit picked up this responsibility.”*

The union has received further and deeply alarming issues around safety and these are being pursued.  
 Brian Healy  
 Assistant Secretary

**EVENTS BULLETIN**

**October 2006 – June 2007: London Socialist Film Co-op Film Season.**

Screenings held on second Sunday of the month from October to June 10.30 for 11 am. Screenings showing at Renoir Cinema, Brunswick Square, London WC1. Nearest tube Russell Square. Tickets cost £7.00, concessions £5.00. Discount to annual members £1.00. Tickets on sale from 10.30 am on day of screening. To book in advance tel **020 7837 1177** (12 noon to 8.00 pm) or go to [www.curzoncinemas.com](http://www.curzoncinemas.com) or visit the Box Office (12 noon to 8 pm).

**Friday 23 March 2007: Age Discrimination**

**– Are you Prepared?** The Law and Good Practice. This free one-day workshop will be held at Broadway House, London SW1. Age discrimination legislation was implemented in the UK for the first time in October 2006. It will have a major effect on employers and employees in areas such as: Terms and conditions, Pay and service related benefits, Training, Dismissals and Retirement. For more information contact **Sarah Dawson** email [sarah@ipa-involve.com](mailto:sarah@ipa-involve.com) or telephone **020 7354 8040**.

**24 March – 7 April: 2007: Anti-Fascist Fortnight. Delivering Hope not Hate.**

The CWU are pleased to bring to branches attention details of the Anti-Fascist Fortnight, which is a campaign to show our opposition to the BNP. The campaign is being orchestrated by Searchlight. For more information contact **Dionne Gittens** on **020 8971 7356** or [dgittens@cwu.org](mailto:dgittens@cwu.org)

**Saturday 24 March 2007: A day of hope.**

Thurrock anti-BNP day of action. At 1pm welcome ‘The Mirror’ Hope not Hate bus. To be held at the Beehive, West Street, Grays, Essex RM27 6XP – 10:30 to 15:00. For more information contact the **SERTUC** on **020 7467 1220**.

**Monday 26 March 2007: TUC International Development Conference.**

10:00 to 16:00. To be held at Congress House, Great Russell Street,

London, WC1B 3LS. Although trade unions have a long history of international solidarity and have always been crucial agents of development all over the world, in recent years, international development has risen further up the union agenda. For more information contact: **Aisha Latif**, Project Assistant, EU & International Relations Department – Tel: **020 7467 1239**; fax: **020 7467 1343** or **alatif@tuc.org.uk**

**Monday 26 March 2007: Social Policy Forum.** To be held at Congress House – 10:30 to 03:30. A Social Policy Forum to brief unions on the Welfare Reform Bill and the contracting out of Jobcentre Plus employment services is to be held at Congress House on Monday 26 March, from 10.30am to 3.30 pm. The afternoon session will concentrate on contracting out. Chaired by Adam Lent (Head of Economic and Social Affairs at the TUC) the session will include speakers from the Department for Work and Pensions and PCS. For more information contact **Emma Richards**, TUC, Congress House, Great Russell Street, London, WC1B 3LS – Tel: **020 7467 1258**, Fax: **020 7467 1317** email: **erichards@tuc.org.uk**

**Tuesday 27 March 2007: Information and Consultation Workshop.** The Involvement & Participation Association (IPA) is holding a workshop which is free to attend. In April 2007, the information and consultation of employees regulations will be extended to cover organisations employing 100 or more people. To help organisations newly covered by the regulations, and larger organisations that have not yet assessed the impact of the regulations, the IPA and employment law specialists from Pinsent Masons are holding a series of short briefings. For more information contact **Lorraine Modeste** on **020 7354 8040** or email **lorraine.modeste@ipa-involve.com**.

**Wednesday 28 March 2007: Making Votes Count Against the Far Right.** To be held at Boothroyd Room, Portcullis House, Westminster – 7.30pm. Voters are increasingly feeling cheated by the political system. All the major parties know that the outcome of a general election turns on a small number of swing voters in the key ‘middle ‘England’ marginals. The meeting aims to open up a debate about how we might rebuild confidence in our politics by restoring and extending democracy, and in doing so ensure that the majority voice of those who respect their fellow citizens prevails. For more information contact **office@compassonline.org.uk**, **www.compassonline.org.uk** **020 7463 0633** or **malcolm@makevotescount.org.uk**, **www.makevotescount.org.uk** or **020 7928 2076**

**Saturday 31st March 2007: March And Rally to Save Coventry Mail Centre.** 10.00 a.m. assemble Millennium Place Coventry – 10.30 am March through Coventry to Speakers Corner – 11.15 am Rally at Speakers Corner. Speakers to include Billy Hayes, General Secretary, Dave Ward, Deputy General Secretary (Postal), Lee Barron, Midlands Regional Secretary, Des Arthur, Coventry Area Branch and Labour MPs – Coventry. It is hoped that many branches will attend and support this event. If you have any queries, then do not hesitate to contact the **Regional Secretary** on **07850 247191** or the **Coventry Branch** on **02476 552400**.

**Thursday 12 April 2007: Trade Unions & the Muslim Community.** To be held at Congress House, London, WC1B 3LS. The seminar will be chaired by General Council member Mohammed Taj and keynote addresses will be given by Brendan Barber, General Secretary of the TUC and Dr Abdul Bari. Planned seminar topics include ‘The Muslim community at work – socio-economic issues’, ‘The media and portrayals of the Muslim community’, ‘Countering the threat of the Far Right’ and ‘Good practice and examples from the work place’. For further information visit [http://www.mcb.org.uk/article\\_detail.php?article=announcement-614](http://www.mcb.org.uk/article_detail.php?article=announcement-614)

**Wednesday 18th April 2007: National Pensioners Convention Eastern Region (AGM).** Will be held at Moreton Community Centre, Symonds Road, Bury St Edmunds Suffolk at 1pm. For more information contact **Nobby Clark** on **07713 155575**.

**Thursday 19th – Saturday 21st April 2007: Climate Change.** Climate Outreach Information Network (COIN) and Ruskin College are presenting a two day residential course. It has been specifically designed for active trade union members who want an intensive course on climate change to cover all the basic science, social justice issues and actions that can be taken in relation to climate change. Speakers include Jo Hamilton, Climate Change Institute, Oxford University George Marshall, Climate Outreach Information Network and more. For more information contact **Tim Baster**, Climate Outreach Information Network (COIN), 16B Cherwell St, Oxford OX4 1BG, UK. Office Tel. **01865 727 911**, Mobile **07906 187 873** Email: **tim@COINet.org.uk** – Website: **www.COINet.org.uk**

**Saturday 28 April 2007: Workers’ Memorial Day.** International commemoration of all workers who died at work, or through work-related illness. For more information visit

**www.icftu.org/** or **www.hazards.org/**  
**Wednesday 9 May 2007: New Labour – 10 Years On.** To be held at Old Theatre, London School of Economics, Houghton Street – 18:30 to 20:00. Many children approaching adulthood today will not remember anything other than a Labour government. So 10 years on from that sunny Friday morning, the new dawn of New Labour, what has been achieved and how has Britain changed? What does it mean to be New Labour today, ten years on, and what big ideas will dominate the next ten years? Speakers include former MP Oona King, will assess the legacy of New Labour’s decade, and debate its future, Rt Hon. Lord Neil Kinnock, Professor Lord Anthony Giddens, Ed Miliband MP, Stephen Twigg, Progress Chair and Director of the Foreign Policy Centre. For more information contact **Progress** on **020 3008 8180** or email **office@progressives.org.uk**

**Monday 21st May 2007: Eastern Regional Retired Members’ Committee Meeting.** To be held in Community, Swinton House, 324 Gray’s Inn Road, London WC1X 8DD at 11am. For more information contact **Nobby Clark** on **07713 155575**.

**Saturday 30 June 2007: PCS/Words Short Story Competition 2007(closing date).** For the 3rd year PCS/WORDS Magazine is running a short story competition open to members of all UK trade unions. Prizes are: 1st £300, 2nd £200 and 3rd £100. All winning stories and commended entries will be published in WORDS Magazine and in an online anthology. Entry forms/guidelines are available on the WORDS website **www.wordsmag.com** (on the trade union pages) and you can download a poster from the PCS website – **www.pcs.org.uk/learning**

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If you have anything for the events bulletin page please send your contribution to:

**Marcia Murray**  
CWU Communication Department  
150 The Broadway  
Wimbledon SW19 1RX  
Tel: **020 8971 7497**  
Email: **mmurray@cwu.org**

*Details must arrive nine days before publication and must include a contact phone number, brief summary of the event, email and website address. Listings are free, but inclusion is not guaranteed.*